



# Mayor's Action Center IndyStat May 1, 2013

# Mayor's Action Center

## 2012 Highlights



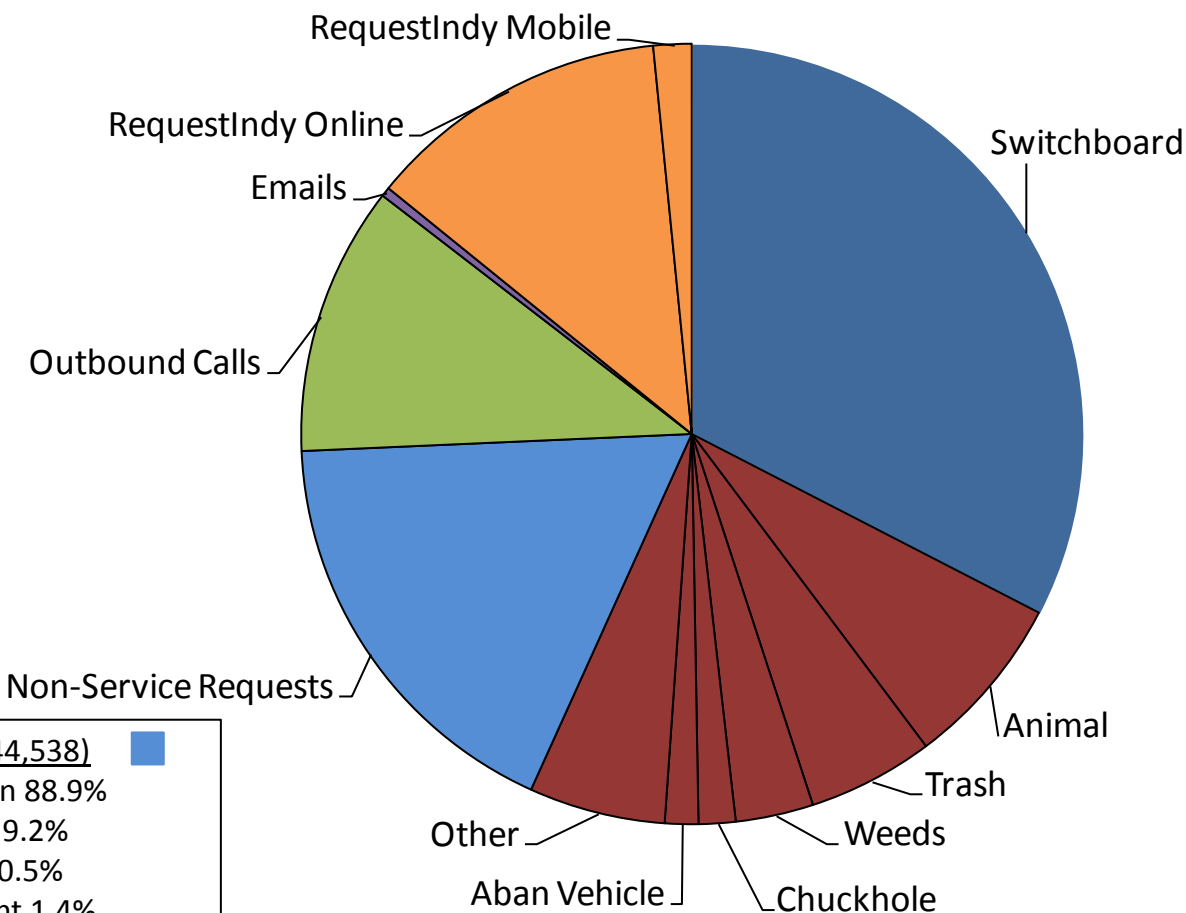
- **1,000,000<sup>th</sup> Inbound Call during Mayor Ballard's administration – May 2012**
- **100,000<sup>th</sup> Outbound Call – July 2012**
- **20<sup>th</sup> Anniversary – November 2012**
- **Handled 213,990 calls**
  - 7% decrease from 2011 partially attributable to the availability and increased usage of new technologies
- **Made more than 28,300 outbound calls**
- **2 second average speed to answer**

# Mayor's Action Center

## Activity Breakdown 2012



### Mayor's Action Center 2012 Year End Statistics



#### RequestIndy (35,922)

Weeds 49.7%  
Chuckhole 9.4%  
Animal 7.3%  
Zoning Violation 6.8%  
Aban Vehicle 4.7%  
Other 34.7%

#### Service Requests

(61,362)

Animal 29.7%  
Trash 21.6%  
Weeds 13.3%  
Chuckhole 6.3%  
Aban Vehicle 5.7%  
Other 23.3%

#### Non-SRs (44,538)

Information 88.9%  
Complaint 9.2%  
Comment 0.5%  
Compliment 1.4%

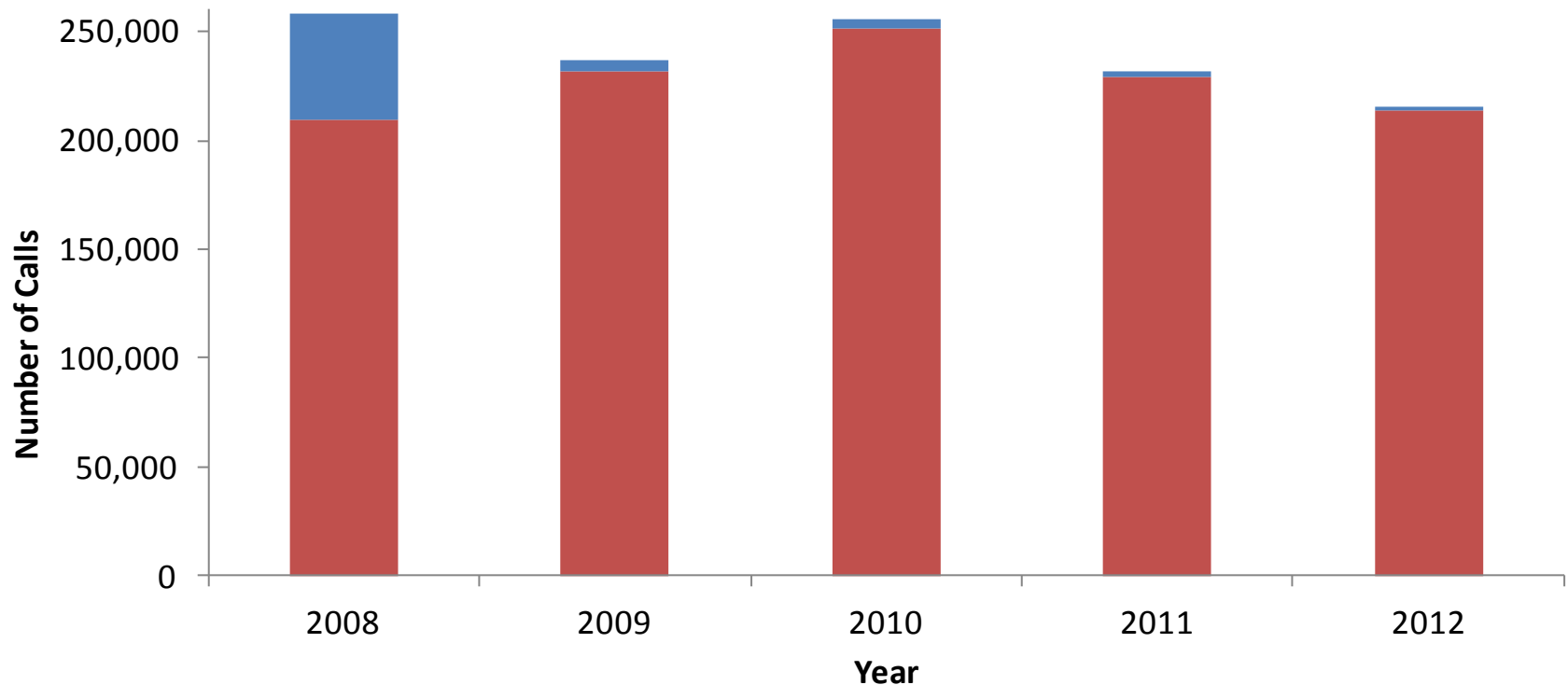
# Total Calls Comparison

## 2012 Abandoned Rate Dropped 53%



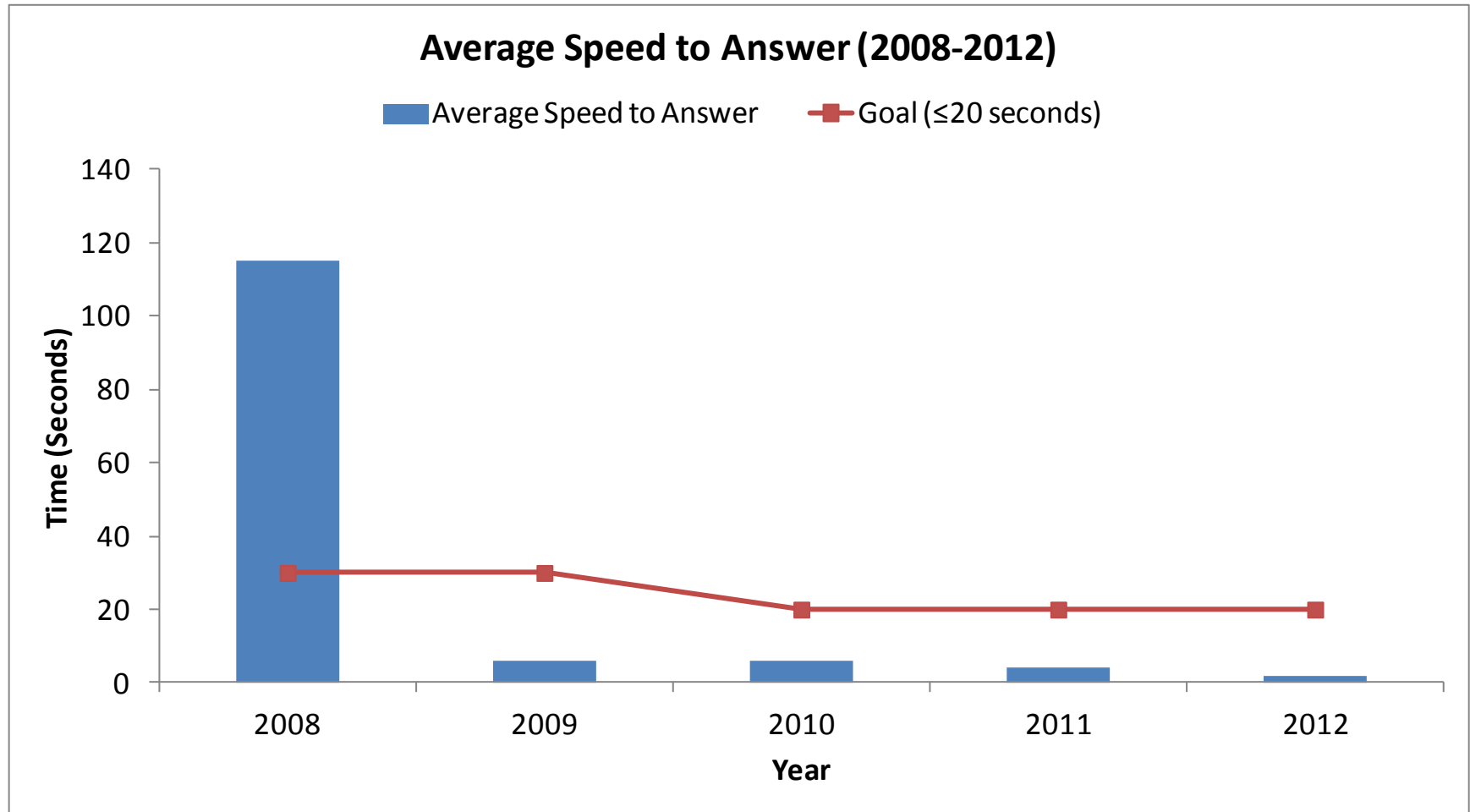
**Annual All Call Comparison**

■ Calls Handled      ■ Calls Abandoned



# Speed to Answer

## 50% Decrease in Average Speed to Answer in 2012





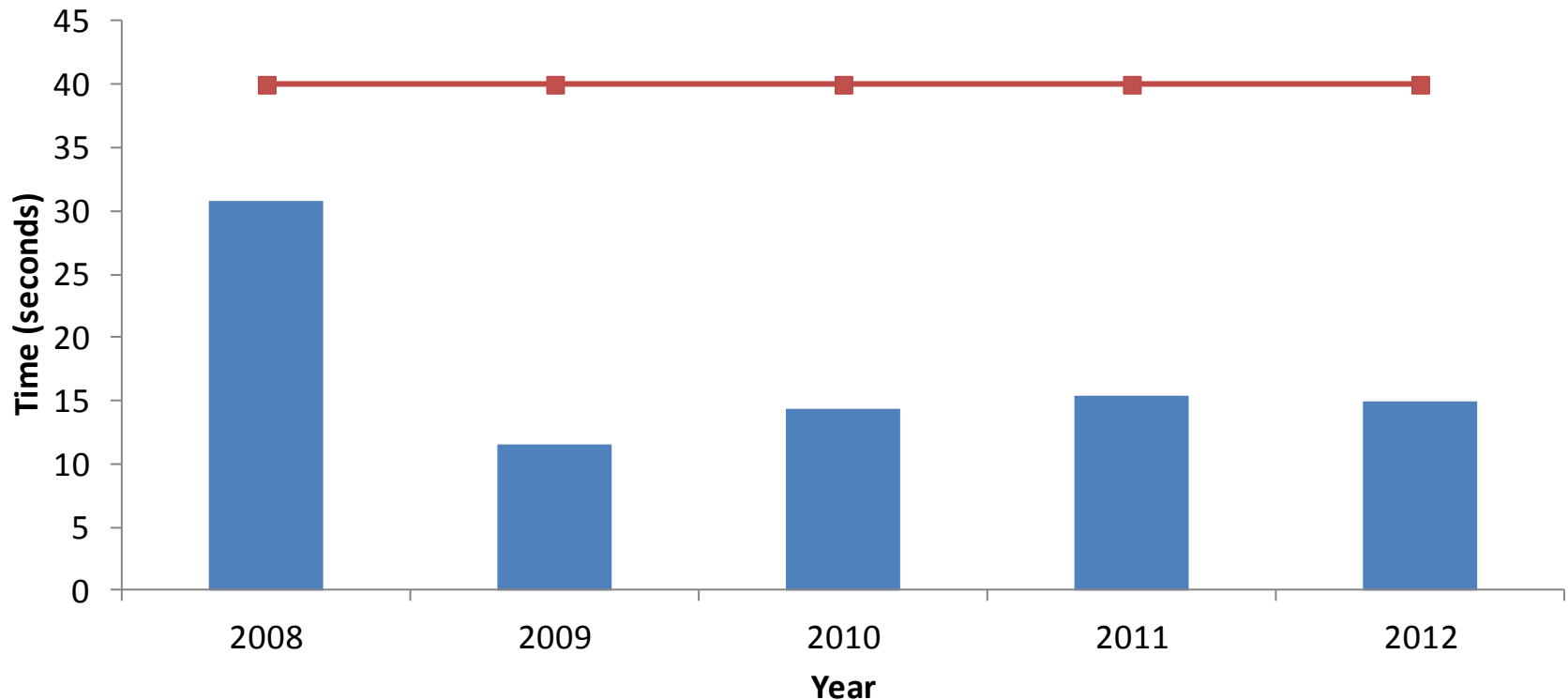
# After-Call Work Time

Goal of 40 Seconds Met Consistently Since 2009



**After-Call Work Time (2008-2012)**

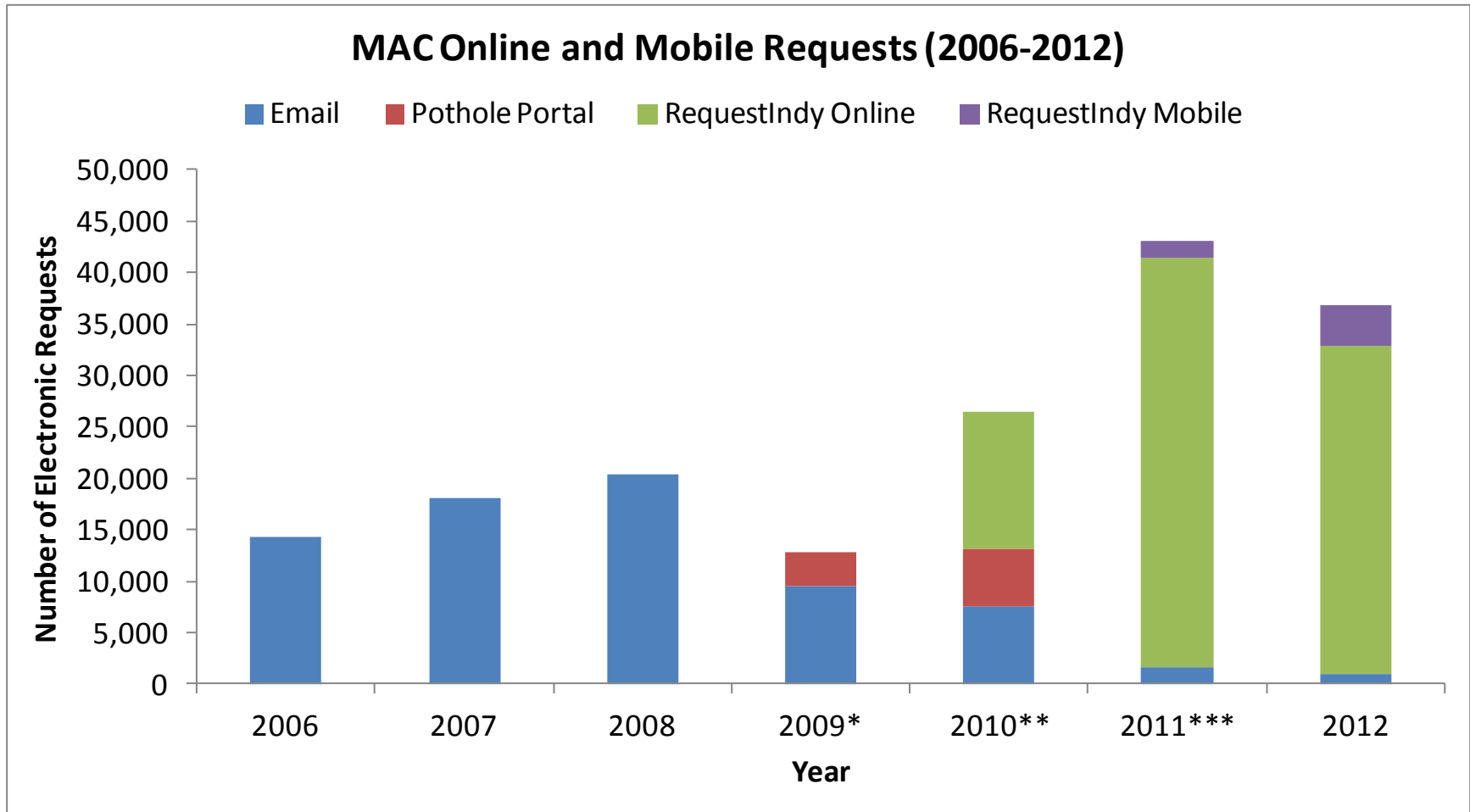
■ Average After-Call Work Time ■ Goal



# Online and Mobile Activity



## 143% Increase in RequestIndy Mobile Usage in 2012



\*Pothole Portal launched February 2009

\*\*RequestIndy online launched June 2010

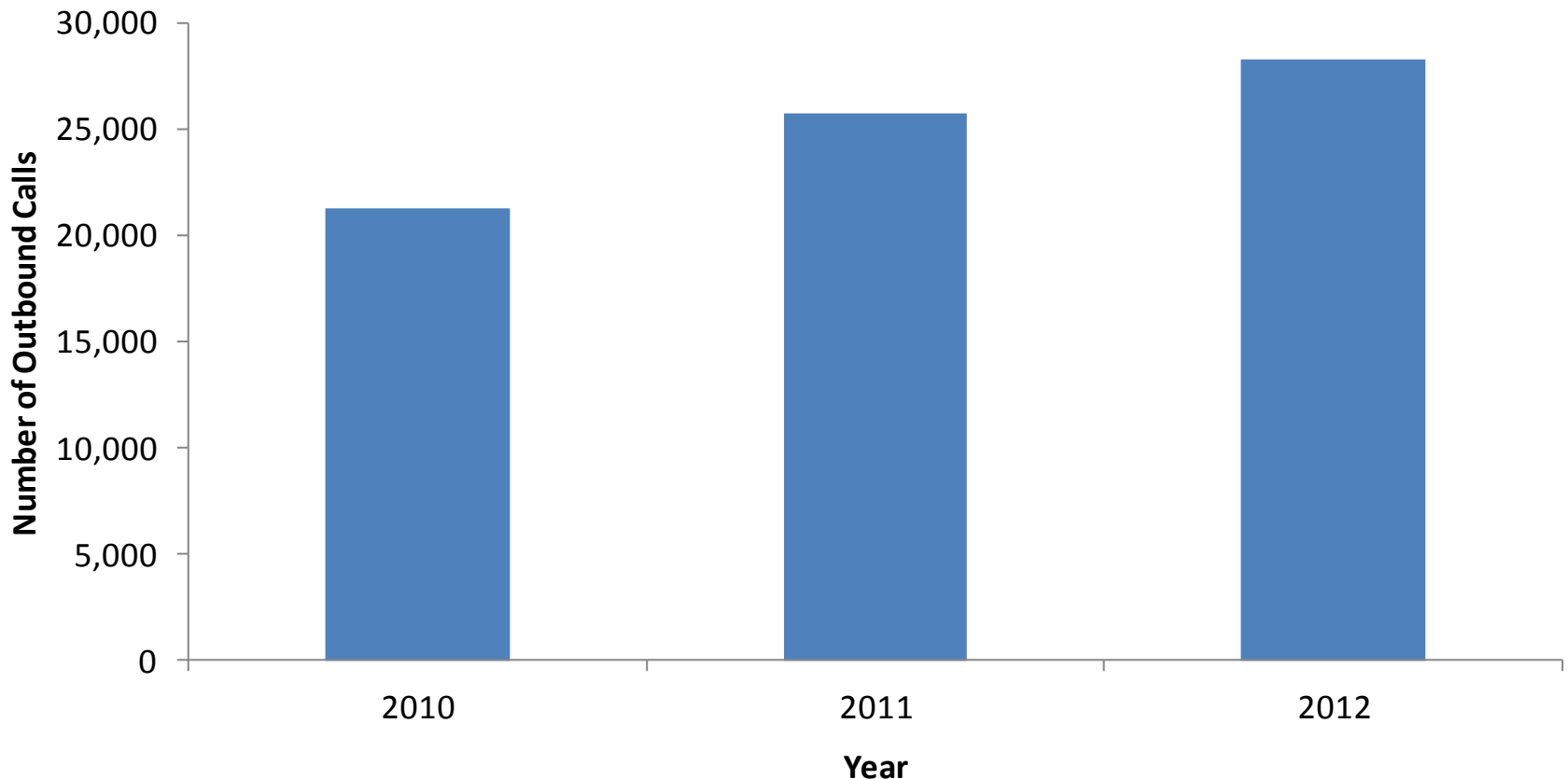
\*\*\*RequestIndy mobile launched July (iOS) and November (Android) 2011

# Outbound Calls

Increased 11% in 2012



**Outbound Calls (2010-2012)**

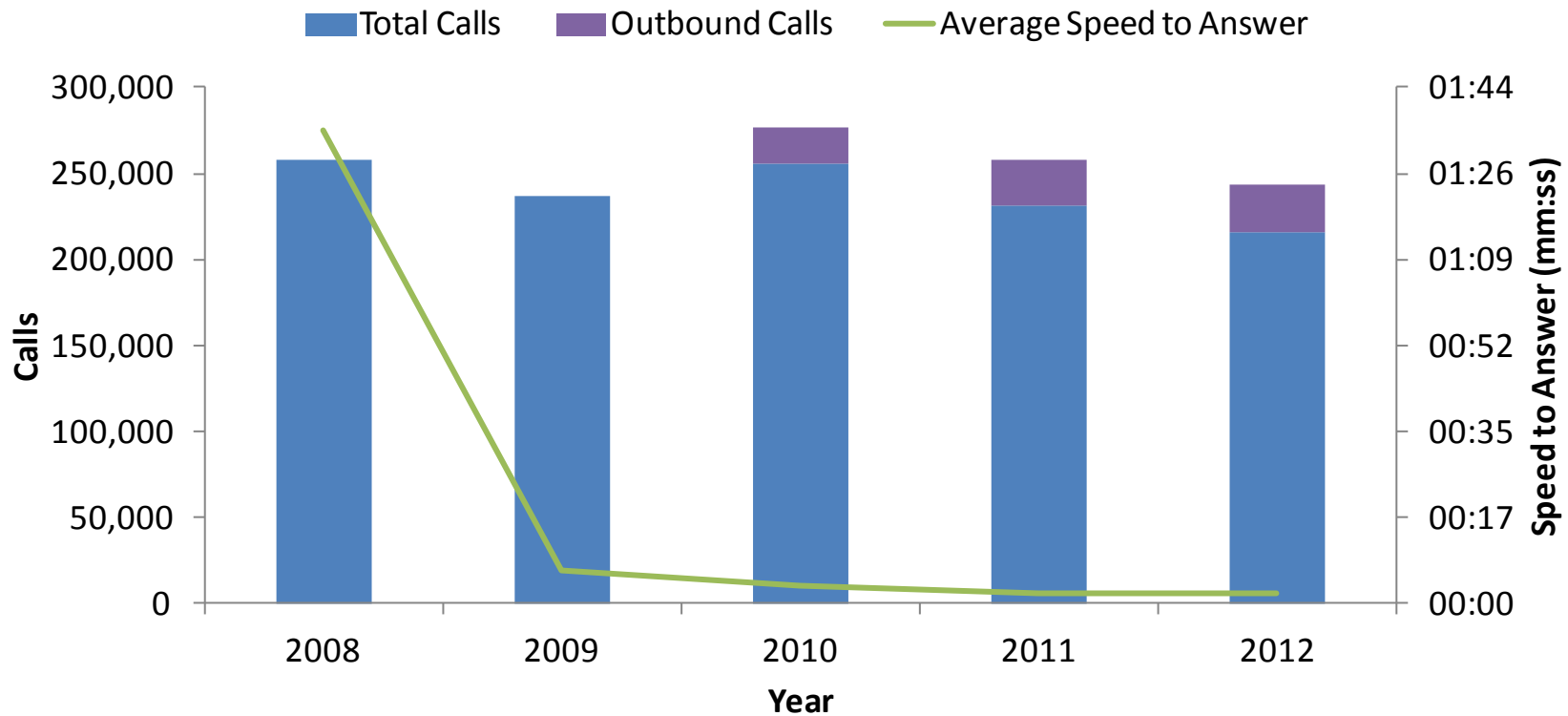




# Employee Comparison



## Call Volume, Employee & Speed to Answer Comparison (2008-2012)

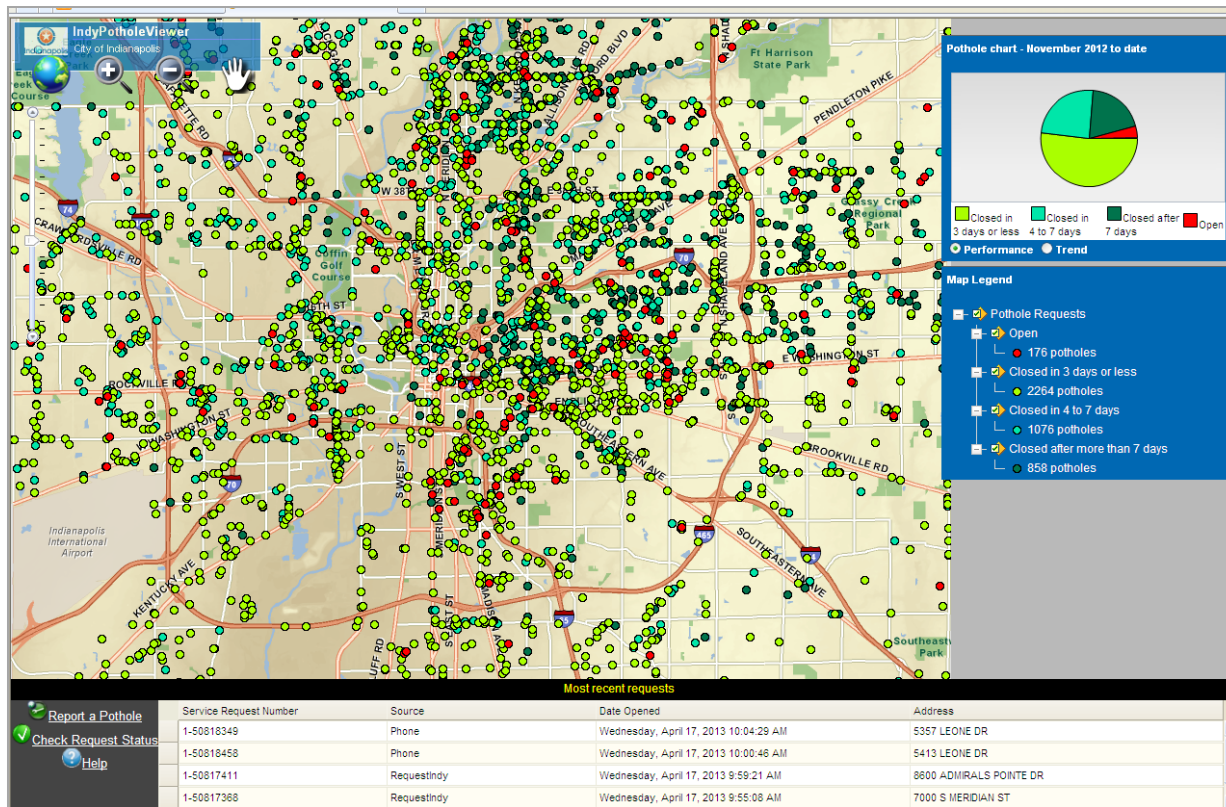


Average FTEs	12	18	18	16	16
--------------	----	----	----	----	----

# IndyPotholeViewer

Launched March 2013

- New online tool to view all street pothole repair requests received by the MAC for the prior 6 months



[www.indy.gov/IndyPotholeViewer](http://www.indy.gov/IndyPotholeViewer)

# 2013 Challenges



- **4 current vacancies, with plans to fill only 1 position in the foreseeable future**
  - MNL's are covering front desk to free up all reps for full time phone coverage
  - Need to increase marketing and utilization of RequestIndy online and mobile applications
  - Switchboard script updated based on call statistics
  - Need funding for an IVR for trash-related calls
  - Evaluate automation of the outbound call program
  - Evaluate and further automate information calls

# 2013 Goals



- **Technology upgrades**
  - Internal committee with ISA to analyze current software needs
- **Increase and improve internal communication with partnering agencies**
  - Develop and execute service level agreements for all departments/ agencies for which the MAC handles calls
  - MAC Newsletter for internal departments/agencies
- **Customer satisfaction**
  - Launch of additional Parks related service categories for RequestIndy





**Next MAC IndyStat  
Meeting  
Wednesday, October 23  
2:00 pm  
Room 260**